



**DEPARTMENT OF CORRECTIONS
MONTANA STATE PRISON
OPERATIONAL PROCEDURE**

Procedure No.: MSP 3.1.13	Subject: KEY CONTROL
Reference: DOC Policy No. 3.1.13 RD	Page 1 of 9
Effective Date: July 28, 1997	Revision: (new effective date) May 13, 2009
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I. PURPOSE

To establish written procedures for the issuance, distribution, storage, and control of keys.

II. DEFINITIONS

Assigned Issue Keys - keys that are issued to a person on a regular or daily basis. The assigned key ring is identified by a black label placed beside the key hook on the Main Control key board.

Compromised key – a security key that has been lost, missing, or copied (partial or whole).

Department Head – an assigned staff member who is in charge of that department.

Emergency Issue Keys - duplicate keys used for responses to fires, disturbances, and aid in evacuation. The emergency key ring is identified by a red tag placed beside the key hook on the Main Control key board.

General Issue Keys - keys that are of general issue to all employees. The General key ring is identified by a blue label beside the key hook on the Main Control key board.

Glass Break Boxes - key boxes located in Main Control, Front Lobby, and Tower 1 that staff who are assigned the keys which open the boxes are allowed to draw the keys on a daily basis. In an emergency the glass will be broken for issue, and a written report will be submitted to the Security Manager.

Non-Security Key - an institutional key, which, if lost, does not require urgent security actions.

Restricted Issue Keys - keys that allow access to security areas or areas containing sensitive or confidential documents. The Security Major authorizes and designates restricted key rings. The restricted key ring is identified by a yellow or a white label placed beside the key hook on the Main Control key board.

Security Key - an institutional key which, if lost or duplicated by inmates, jeopardizes the security of the institution, institutional property, employees, visitors or inmates, and/or directly or indirectly facilitates escape.

III. PROCEDURE

Staff will implement and enforce the following key control procedures within Montana State Prison and Montana State Prison areas. Deliberate breeches of these key control procedures will be reported to the Security Major.

A. Lock and Locking Device Acquisition, Maintenance and Repair

1. The MSP Lockshop is the sole source of supply for all institution keys.

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- a. The Key Control Officers will acquire and maintain an ample supply of keys, locks, and their component parts.
 - b. The Key Control Officers will maintain a library of all necessary catalogs, brochures, pamphlets and technical references to accomplish this service. The Lockshop is the only authorized location for storage of these materials.
2. All repairs and maintenance of locks and locking devices are to be performed by the Key Control Officers or other employees authorized by the Security Major. Repairs of equipment will not be attempted by unauthorized persons.
3. Under no circumstances will employees remove or add keys to their assigned key rings. This function will be the sole responsibility of the Key Control Officers.
 - a. Any identifying marks made on keys other than those made by the Key Control Officers are prohibited. Employees will not place anything (tape, rubber bands, etc.) on institution keys in order to distinguish one from another.
 - b. The removal or changing of the colored strips on the Control Room Key Board is prohibited without authorization from the Security Major.
4. The Key Control Officers will maintain a cross reference system/list on all locks/keys.
 - a. To ensure this listing is maintained properly, only the Key Control Officers will install, remove, or move any locking device on any door, grill, or any other item that contains a locking device, once authorized by the Security Major.
 - b. All locks/keys will be ordered only upon the approval of the Security Major and sent directly to the Key Control Officers. For MCE areas, the appropriate program director will also approve the ordering of locks and keys.
 - c. Items received at the Warehouse which are equipped with keys for operation (desks, file cabinets, machinery, etc.) will have the keys removed by the Warehouse Leader, who will immediately deliver them to the Key Control Officers. Staff receiving the equipment will request in writing to the Security Major that the key(s) be added to appropriate key ring(s).
5. Personal handcuff keys, from any source, are not permitted on prison or MCE property.
6. Inmates will be allowed to purchase Master Lock combination padlocks operated by a series key from Canteen. Inmate will only be allowed to use these padlocks in their assigned living quarters and hobby craft lockers. Inmate padlocks will not be allowed in any work areas.

B. Key Storage

1. Active Keys:
 - a. When not in service, all keys authorized for daily use will be stored in the Control Room. Each set of keys has an assigned storage hook identified by a letter and number. Keys designated as **"RESTRICTED"** have a yellow or white strip attached to the key ring board directly over the appropriate hook where the key ring is stored.
 - b. Keys designated as **"ASSIGNED ISSUE"** have a black strip attached to the key ring board. The black strip is located directly over the appropriate hook where the key ring is stored.
 - c. Keys designated as **"GENERAL ISSUE"** have a blue strip attached to the key ring board. The blue strip is located over the appropriate hook where the key ring is stored.

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- d. Keys designated as **"EMERGENCY ISSUE KEYS"** are identified by a red strip attached to the key ring board. The red strip is located directly over the appropriate hook where the key ring is stored. Emergency key rings are placed on a storage board in the Control Center and will not be mixed with routine or restricted key rings. Emergency key rings have tags attached to them which provide general information regarding what area and locks the keys open.
 - e. The key to gain entry to the Emergency Board has been placed in break box #B22 in Main Control. This will be the only key placed anywhere besides the Lockshop Tel-Key. During emergency situations the glass must be broken to gain access to the Emergency Board key. A written report and Restricted Key Form will be filled out each time these keys are used.
2. Emergency Keys:
- a. The emergency keys for Main Control, the Armory, and the Lockshop are stored inside the Montana State Prison Lobby in glass break boxes.
 - 1) The glass front of this box will be constructed with 1/4 inch tempered glass and secured with a security lock.
 - 2) **Only the Warden, Deputy Warden, Duty Officer and Shift Commander can authorize the breaking of the glass.**
 - 3) Staff will immediately notify the Key Control Officers anytime the glass is broken. They will replace the glass, and reseal the box.
 - b. Any time these keys are used, a detailed report is to be submitted to the Security Major explaining the circumstances of their use.
 - c. Emergency Break Boxes: Emergency keys for the various areas are stored in locked red boxes with a glass front located in Main Control, Front Lobby and Tower 1. During off-duty hours, only the Shift Commander may authorize breaking the glass in order to secure the keys necessary to enter those areas. A written report will be submitted to the Security Major by the department head explaining the purpose for gaining access to the area.

C. Issuance of Keys

1. Active Keys:
 - a. Employees may draw keys only for the specific department or post to which they are assigned.
 - 1) Should it become necessary to draw keys for any other area, authorization must be obtained from a Shift Commander.
 - 2) When it is necessary to draw keys to areas classified as "Restricted", "Emergency Key", "Break Box" rings, the employee must submit a Restricted Key Form indicating the purpose for entering the area.
 - a) This procedure will maintain the "Chain of Evidence" if necessary.
 - b) Copies of the Restricted Key Form will be forwarded to the Security Major and the department head concerned.
 - b. The Key Control Officers will have access to all keys in the performance of their duties.
 - c. Keys to the various institution entrances are not to be taken into the institution for any reason.
 - d. All employees will be provided with key chits that they will use as receipts for keys they draw during each shift.

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- 1) In the event a chit is lost or is unavailable, the employee wishing to draw keys must request a temporary key chit from the Main Control officer.
- 2) Staff may obtain replacement key chits by submitting a security work request to the Security Major.
- 3) The Main Control officer will deliver any accumulated key chits in Main Control to the Security Major.

An electronic key management/control device may be utilized by selected staff to draw the key ring they utilize each day. This device tracks the key ring, the time that the key ring was checked out and returned to the device, and the identity of the individual who is authorized to draw the key ring out.

- e. Keys to the Armory and Lockshop will be stored in the break box in the Lobby area. The key to this box will be on a 24-hour checkout to the appropriate employee.
 - f. Permanently issued keys (24-hour key rings) are issued by the Key Control Officers only upon written approval by the Warden or designee and Security Major. Employees issued 24-hour key rings will only turn the keys in to the Key Control Officers.
 - g. When "Emergency Keys" are issued, a Restricted Key Form and written report must be completed. The Shift Commander must first authorize the issuance of the Emergency Keys. The only exception to this is for Key Control Officers in the performance of their duties.
 - h. Part-time, contract, consultant and volunteer personnel will only be permitted to draw keys with prior written approval from the Security Major.
 - i. Under no circumstances will staff allow inmates to carry, handle or have security keys in their possession unless they have received prior written authorization from the Security Major to do so.
 - j. Staff manning Control Room/Cage posts where keys are issued will only issue the keys to another staff person in exchange for that staff member's chit. They will then place the chit on the hook that corresponds with the key number. When the staff person returns the keys the reverse procedure will be used.
2. Key exchanges between staff:
 - a. When one staff member is giving his or her issued keys to another staff member, such as at shift change, the employee receiving the keys will surrender a key chit as a receipt.
 - b. The employee relieved of the responsibility for the keys will obtain their key chit from Main Control staff in exchange for the one received from the staff member they relieved. Both employees will count and verify the keys on the ring at the time of exchange.
 3. Employees will not remove official/institution keys from MSP grounds unless they are operating a state vehicle or they have been issued a 24-hour key ring.
 - a) If Control Center staff determine an employee may have taken official keys home with them (the key chit is on the hook and the employee is no longer at the facility) they will notify the Shift Commander, who will call the employee and instruct them to promptly return the keys.
 - b) If an employee discovers they have left the facility with official keys they will promptly notify the Shift Commander of the error and return the keys as instructed.

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4. Emergency Issue Keys:
 - a) Emergency keys will only be issued with authorization from the Shift Commander or higher authority, and only when needed for emergency purposes.
 - b) Employees issued emergency keys must submit a detailed report, and a completed "Restricted Key Form" to the Security Major explaining the purpose for which the keys were needed/used.
5. General Issue Keys may be issued to all staff members authorized to chit out keys.
6. Assigned Issue Keys:
Control Center staff will only chit out Assigned Issue Keys (**marked with the black strip**) to the employees to whom these keys are assigned or any employee assigned to the same department. Control Center staff will not chit out these keys (**marked with the black strip**) to any other staff member.
7. Restricted Keys:
 - a) Control Center staff will only chit out "Restricted" keys to employees assigned to the respective work area where the keys are needed on a daily basis.
 - b) Control Center staff will only chit out "Restricted" keys to another employee with authorization from the Shift Commander.
 - 1) To request authorization the employee must complete a "Restricted Key Authorization Form" indicating the purpose for drawing the restricted keys and give it to the Shift Commander.
 - 2) If the Shift Commander approves the request they will sign the form, authorize the Control Center staff to chit out the keys, and forward the form to the Security Major.
8. Vehicle Keys:
 - a. Vehicle keys are handled as all other official keys.
 - b. Keys for institutional vehicles (sedans, vans, station wagons, etc.) are stored on the Main Control key issue board.
 - c. All ranch vehicle keys, other than described below, are stored in the key locker at the Work Dorm and may be drawn daily by the assigned ranch staff and inmates. There is also a locked key box at Ranch 1 Office, set up by the Key Control Officer, with access only by Ranch supervisors. Any questions regarding the issuance of vehicles should be directed to the Maintenance Supervisor or MVM department head.
 - d. All MVM, Industries, and Maintenance vehicle keys are maintained in a separate key box in the Guard Station. This box is issued daily to MVM, Industries and Maintenance employees. Accountability for these keys and rings will be as prescribed in this operational procedure.
 1. Industries has a locked key box in the Tag Plant.
 2. A tool cage that can only be accessed by supervisors with key rings that they have chatted out.
 3. Key box in MVM - keys are accounted for every morning after keys are picked up at the Guard Station.
 - e. The use of vehicles by inmates is normally restricted to regular business hours, Monday through Friday, and only to authorized licensed drivers. Any exceptions must be approved by the Shift Commander or higher.

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D. Employee Responsibility in Control of Keys

1. Handling of Keys:
 - a. Staff must remain in possession of the keys they are issued at all times and will never leave keys unattended. They will carry keys on either a chain that they will securely fasten to the belt or a wrist strap which they will securely fasten to their wrist or belt. The Security Major is the only person who can approve an exception to this procedure.
 - b. Staff will use and carry keys as inconspicuously as possible.
 - c. Staff will avoid references to key numbers and other identifying information when in the presence of inmates.
 - d. Staff will avoid dropping and throwing keys.
2. Compromised, Damaged, and/or Lost Keys:
 - a. If a key a staff member is issued is damaged the employee must immediately report the loss to the Shift Commander.
 - 1) If the key was damaged in a lock, and the broken part cannot be removed, the Shift Commander will arrange to have a staff member assigned to maintain constant supervision of the affected area until the Key Control Officer arrives.
 - 2) Before the end of their shift the employee will fill out an incident report providing the details of the incident, including a request for replacement of the damaged key, and take it and the damaged key to the Shift Commander.
 - 3) The Shift Commander will forward a copy of the report to the Security Major.
 - 4) If time allows the employee will take the damaged key and a copy of the report to the Key Control Officers. In their absence, the Shift Commander will arrange for delivery of them to the Key Control officers.
 - b. If a key a staff member is issued is lost, the employee must immediately report the loss to the Shift Commander.
 - 1) The Shift Commander will arrange for adequate safeguards.
 - 2) Before the end of their shift the employee will fill out an incident report providing the details of the incident, including a request for replacement of the lost key, and take it to the Shift Commander. The employee must provide the details of the incident, including information regarding the loss of the keys and steps taken to locate them, in the incident report.
 - c. In the event that a staff member determines that a security key may have been compromised (lost, missing, or copied) they will immediately notify the Shift Commander.
 - 1) The Shift Commander will immediately notify the Duty Officer.
 - 2) The Security Major and Key Control Officer will be notified in order to complete the necessary measures for the re-keying of the compromised locks.

E. Accountability and Inventory of Keys

1. Accountability:
 - a. Employees are responsible for the accountability of the keys they are issued, the keys located in their zone of control, and those they chit out.

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- 1) Each key ring contains two round metal tags.
 - a) The larger tag identifies the ring by Control Center storage board hook number.
 - b) The smaller tag indicates the number of keys assigned to that ring.
- 2) Each employee issued a ring of keys will routinely verify the count of keys against the number on the smaller metal tag.
- b. The Main Control officer(s) are responsible for checking the key board during each shift in order to determine that all key rings are properly accounted for.
 - 1) The assigned Main Control officer(s) will count **ALL** keys and key rings on each "Evening Watch", and document the results of the key count on the Main Control Inventory Form.
 - 2) The assigned Main Control officer will immediately report any discrepancy to the Shift Commander, complete an incident report detailing the discrepancy, and note the discrepancy on the Main Control Inventory Form.
 - 3) The Shift Commander will submit the Main Control Inventory Form to the Security Major each day.
- c. The Key Control Officer will check the "Emergency" key rings in order to ensure they work properly.
 - 1) The Key Control Officer will keep a log of these inspections. Inspections will be conducted every ninety (90) days.
 - 2) The Key Control Officer will count the keys and all rings inventoried during this (90) day inspection.
 - 3) The Key Control Officer will complete an inventory of the Emergency Board after each emergency situation has been secured by authorized prison personnel.
- d. Control Center officers in Max, Close Unit I, Close Unit II, Close Unit III, MDIU, and Work Dorm will account for every key ring and each key on every shift.
 - 1) The Control Center officer will immediately report any discrepancy found during the key count to the unit supervisor, Shift Commander, and Key Control Officer.
 - 2) The Control Center officer will submit a completed key count sheet to the unit supervisor who will forward it to the Unit Manager or designee each day.
 - 3) The Unit Manager or designee will review and sign the sheets and, at the end of each month, will submit that month's key inventory sheets to the Key Control Officer.
- e. The respective supervisor assigned to the following designated areas will conduct an inventory of the Key Box(s) in their area each day.
 - 1) Maintenance, Warehouse, Motor Vehicle Maintenance, Industries, Ranch I MCE office, and the Work Dorm.
 - 2) The inventory process includes ring inspections, key counts of each ring, and completion of a key count sheet.
 - 3) The supervisor will immediately report any discrepancy to the Shift Commander and Key Control Officer, and complete an incident report detailing the discrepancy. The completed incident report will be forwarded to the Shift Commander.

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- 4) The supervisor will sign a new key count sheet each day, and at the end of each month will submit the key count sheets to the Key Control Officer.
2. Inventory Control:
 - a. Record Responsibility: the Key Control Officers are responsible for maintaining an accurate and complete record of all keys, which includes emergency keys, key blanks, and keys stored in the Tel-Key cabinet.
 - b. Locator for Active and Emergency Keys: Two locators are provided for use in locating and identifying keys which are inclusive of emergency keys.
 - 1) One locator is assigned to the Control Center. It provides a reference to key ring number, ring code, and assigned designation of the key ring. Each key ring is listed on an individual page, giving information as to locks each key fits.
 - 2) The second locator is maintained in the Lockshop.
 - c. Tel-Key File: the Key Control Officers maintain a Tel-Key cabinet file in the Lockshop that contains records consisting of a cross reference system that gives individual key hook number, control file number, lock identification, and location.
 - d. Key Blanks: the Key Control Officers record key blanks and the Key Control maintain an inventory in the Lockshop.
 - e. Padlocks: the Key Control Officers maintain a catalog which provides information as to the number and location of issued padlocks.

F. Safe and Vault Combination Locks

1. Authorization
 - a. Safes and vaults are authorized for use in various departments for the safekeeping of valuable items, such as narcotics, money, confidential records, etc.
 - b. The department head concerned, with the approval of the Warden, will designate by name, one or more employees who will be given copies of the safe combinations which are placed in service in their respective areas.
2. Re-setting Combinations
 - a. Safe combinations will be reset with a new combination either every 12 months or with the change of employees needing the combination.
 - b. Should the need arise to reset the combinations between scheduled times, the department head may have this work completed by submitting a written request to the Security Major.
 - c. It is the department head's responsibility to inform the Key Control Officer as to the scheduled time to reset the combination.
3. Storage of Combination Records
 - a. The Key Control Officers will maintain a record of all combinations in the Tel-Key file cabinet in the MSP Lockshop.
 - 1) The combination will be sealed in an envelope signed by the appropriate employee across the seal.
 - 2) The employees (identified by title) who are authorized to open the envelope are noted on the front of the envelope.
 - b. The combination(s) to the narcotics safe(s) will be maintained only in the Investigator's safe, using the same procedure as noted in 3.a. above.

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- c. Only the Business Manager and his/her designee will have the combination to the cashier's safe. The combination is written and maintained in a sealed envelope as outlined in paragraph 3.a. above.
 - 1) The extra cashier keys will be kept in a sealed envelope in the same area of the Tel-Key cabinet as the combination envelopes.
 - 2) The Tel-Key hook number will be on the envelope.
 - 3) A chit will be on the Tel-Key hook with instructions to see the envelope.
- 4. Safeguards in the Use of Safes and Vaults:
 - a. Employees authorized to be in possession of safe or vault combinations will keep the combinations confidential.
 - b. Combinations will be committed to memory in order to prevent combinations from falling into the hands of unauthorized persons.
 - c. At no time will other persons be permitted to view the opening of a combination lock.
 - b. If any of the following occur, the staff member who discovers the problem will immediately notify the Shift Commander and Security Major and document the specifics on an incident report to the Security Major:
 - 1) Evidence of tampering with locking devices.
 - 2) Disturbances of the contents of a safe.
 - 3) Suspicion that the security of the combination to a safe has been jeopardized.
 - 4) Deliberate breeches of the Key Control procedures.

IV. CLOSING

Questions concerning this operational procedure will be directed to the Security Major.

V. ATTACHMENTS (none)